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National Operations Center

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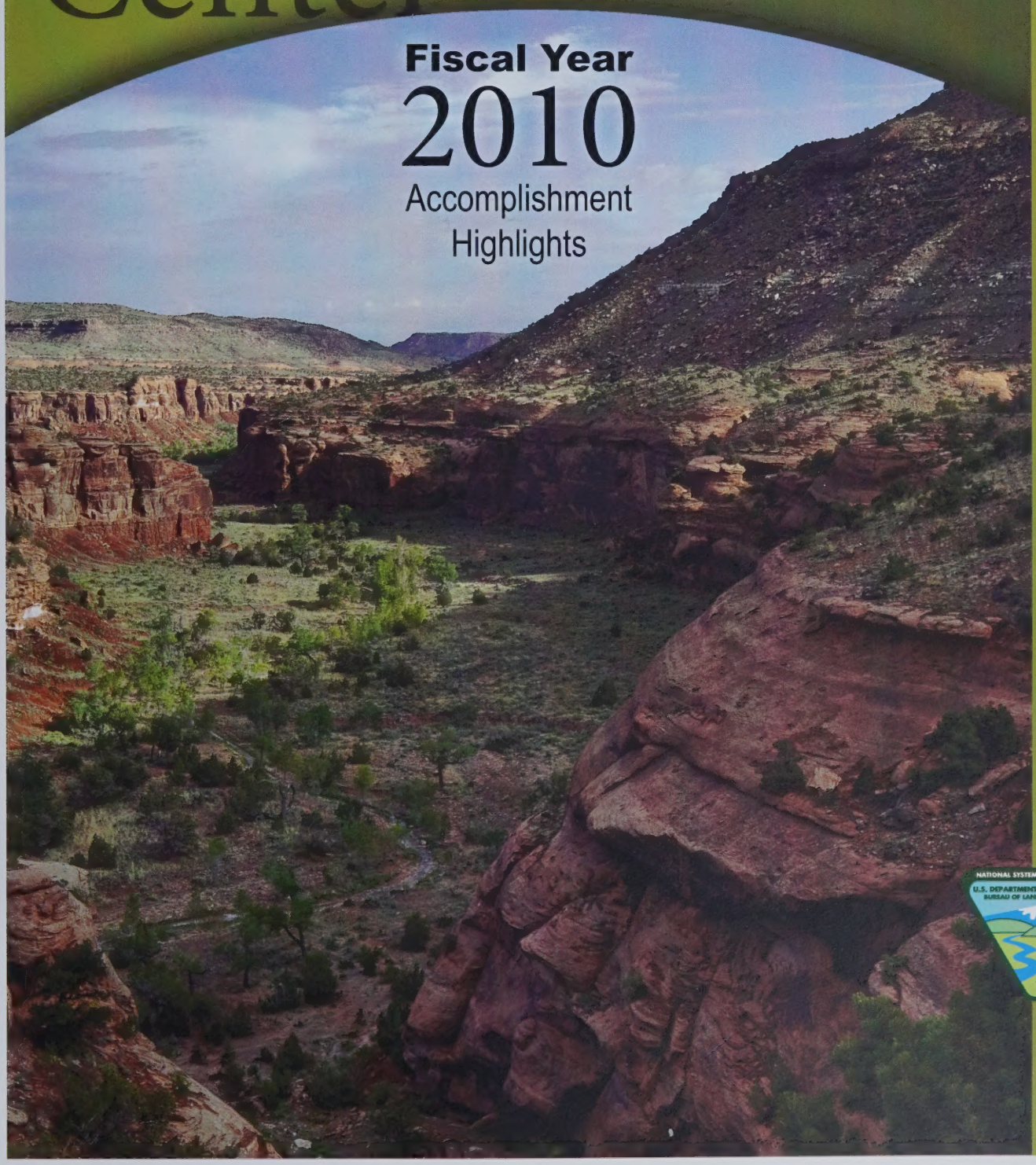
Fiscal Year 2010 Accomplishment Highlights



BLM

NATIONAL SYSTEM OF PUBLIC LANDS
U.S. DEPARTMENT OF THE INTERIOR
BUREAU OF LAND MANAGEMENT

Greetings,

We had many opportunities to work with you during FY 2010. Our annual report illustrates the range of expertise here at the NOC as we support the overall mission of the BLM and your organizations' priorities. Highlights of the year include the successful awarding of many national level ARRA contracts; successful deployment of the newest FBMS module, GovTrip 2.0; the achievement of an unqualified audit opinion for the Bureau; a 50 percent reduction in the number of late financial payments; creation of streamlined BLM-wide internal processes; and implementation of centralized classification transaction processing. In addition, NOC subject matter experts continued to provide advice and guidance throughout the BLM in such areas as HR, IT operations, NEPA, air quality, ecological assessments, maintenance of roads and bridges, facility leases, contracts, financial reports, property management, IT systems, mapping, and data management.

We look forward to working with you in FY 2011 in the achievement of the BLM's goals and priorities.

Lynda B. Stelzer
Director, National Operations Center

Director's Office

- Established the Support Services Office and initiated processes and procedures to improve internal NOC support functions and controls.
- Coordinated with IT Security and HR to streamline the On-Boarding Process of new employees and contractors, reducing the wait time for access to computers and phones from 2 weeks to 2 days.
- Worked with the General Services Administration and partner agencies to complete a Feasibility Study for the Denver Service First Campus, which promises to improve both interagency coordination and service to public land customers by co-locating local land management agencies in one facility.
- Through the Program Management Office, led multiple National Change Initiatives, including E2E Hiring, Personnel Security, and IT centralization.
- Completed the FY 10, and drafted the FY 11, NOC Requirements Packages and used these to develop the FY 11 budget submission for priority work.
- Completed the streamlining of the NOC's budget processes into one approach.

Division of Human Resources Services

- Led the national effort to scan documents into employees' electronic Official Personnel Folders (eOPFs) and provided ongoing eOPF support to the NOC, the Washington Office, and all state offices.
- Provided staffing support to state organizations in a variety of areas, which included issuing 75 seasonal non-fire vacancy announcements, for which more than 52,000 applications were received and 1,006 positions filled.
- Performed Bureau-wide responsibilities for the Confidential Financial Disclosure Reports portion of the Ethics Program. Disseminated, reviewed, and approved 2,343 ethics forms.
- Continued to provide centralized operational classification services to Arizona, Idaho, Montana, and the NOC and expanded services to include Utah—representing approximately 30 percent of all Bureau positions.
- Accomplished 489 significant operational classification actions within an average of 18 calendar days from submission.
- Provided national-level classification services, such as Fair Labor Standards Act designation; new standards implementation and testing, appeals, and inquiries; and updates to currently issued standard position descriptions.

- Coordinated the opening of six additional Fixed Credentialing Centers supporting the badging process.
- Sponsored 10,200 Federal employees in updating their badges and pins.

Division of IRM Support Services

- Completed 168,460 BLM national Help Desk tickets in FY 10, an increase of 4,779 tickets from FY 09.
- Approved and implemented the System Security Plan (SSP) for the External Perimeter Network (EPN) General Support System (GSS).

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- Supported new administration and Bureau priorities to make government more efficient and effective, including: the Federal Data Center Consolidation Initiative, Federal Geospatial Data Consolidation, DOI DIET (Department Innovations and Efficiencies Team), Sustainability Plan (greening), and NetWorx (telecommunications).

- Provided upgrades and routine maintenance while completing Help Desk tickets for more than 20 BLM systems; met frequently with Project Change Management Boards to ensure proper alignment of IT services with the Bureau's business direction and priorities.

- Consolidated four time-and-materials applications contracts to one firm-fixed-price contract.

- Provided assistance BLM-wide in the recovery of Cyber Security Assessment Management, avoiding a redundant cost of four, full-time GS-12 employees for 3 months.

- Simplified Configuration Management and National Change Advisory Board processes including streamlining GSSP goals. Improved communications through web.blm.gov and released 117 National Software COTS.

- Increased the backbone capacity of the production Wide Area Network by 200 percent and improved availability by establishing a network circuit in Reston, VA, at the Department of the Interior's Enterprise Hosting Center East.

- Reduced 85 national physical servers to 11—a 10 to 1 physical server reduction.

- Decreased physical space and power consumption in the NOC National Data Center by 40 percent.

- Negotiated and implemented a 5-year national maintenance contract for phones.

Division of Resource Services

- Provided technical support to state and field offices preparing analyses and guidance on air resource management and climate change for energy-related National Environmental Policy Act (NEPA) and resource management documents.

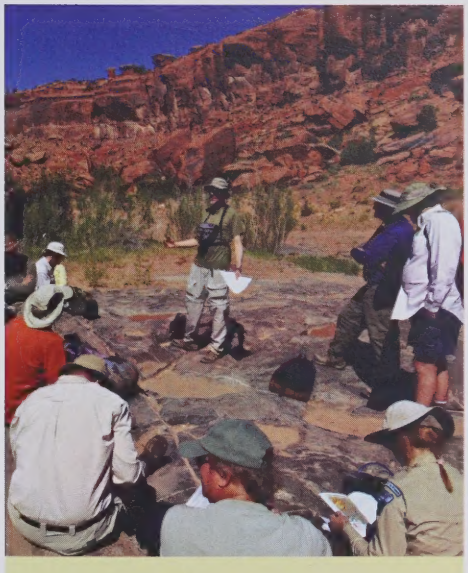
- Performed Visual Resource Management assessment of priority renewable energy areas (supported rapid energy ARRA projects).

- Provided scarce skill geohydrology assistance to multiple offices, ranging from ground water supply analyses, to NEPA input and review concerning the ground water impacts of development.

- Provided technical expertise supporting the evaluation and cleanup of hazardous waste sites; natural resource damage assessments; cost recovery/cost avoidance associated with hazardous waste sites; and compliance with environmental laws and regulations.

- Acted as the primary point of contact and provided leadership and coordination for the BLM's role in addressing the Deepwater Horizon oil spill.

- Completed more than 280 outreach, reporting, and communications products



(including 78 for the National Landscape Conservation System), annual reports, visitor brochures, displays, videos, podcasts, and technical reports for customers that included all assistant directors, various state and field offices, and the Secretary's office.

- Achieved major steps toward virtual information services (access to online information and forthcoming digitized collections) while accommodating hundreds of internal and public requests for information and document loans.

- Enabled BLM state offices to update geospatial data and replicate the updates to the national data set stored at the NOC, by meeting all requirements of the "Fiscal Year 2010 Implementation of the Geospatial Services Strategic Plan" with respect to data standards for data sets, training, plans for application of Geographic Information System (GIS) tools, and setting up GIS replication for data sets.

- Rapid Ecoregional Assessment contract implementation resulted in achievement of the administration's economic stimulus goals, fulfillment of Secretarial Orders, successful engagement of and partnering with sister agencies and tribes, and leveraging of funds to accomplish strategic, implementation, and data management goals.

- Provided scientific and technical expertise and assistance to state and field offices by producing directives, coordinating reporting mechanisms, and providing advice and guidance by subject matter experts in ecological and human dimension programs (Rangeland Management, Forestry, Soils, Watershed, Riparian, Aquatic, and Recreation).

- Eight states nominated a total of 179 cases for Production Accountability and Oil and Gas Leases/Agreements review.

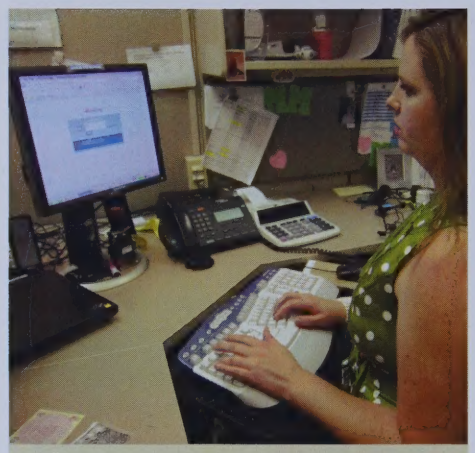
Division of Business Services

- Successfully prepared, completed, and submitted the BLM contribution to the DOI consolidated annual financial report, receiving an unqualified audit opinion with no material weaknesses identified in FY 2010. There was also a significant reduction in the "Notice of Findings and Recommendations" from past years.

- Successfully deployed D5 of FBMS throughout the Bureau. This deployment added the functionality of Real Property, Commitment Accounting, and significant changes in the Requisitioner, Approver, and COR/RO roles.

- Reduced the number of late-paid invoices by more than 50 percent as compared with last year—down from 7,549 to 3,645—saving the BLM $247,587 in interest payments.

- Achieved seamless deployment of PRISM-Grants and GovTrip 2 system upgrades.



- Processed 159,757 payments for a value of $1,566,364,325.

- Completed 309 American Recovery and Reinvestment Act acquisition transactions in support of nationwide BLM requirements, with a total value of more than $111,400,000. These efforts required a dynamic shift in the Bureau's acquisition strategy.

- CBS staff processed 1,163,745 transactions, totaling $932,708,119.

- Successfully loaded, tested, and installed new, upgraded hardware for the Collections and Billing System, a year-long effort that is expected to improve the division's operating performance greatly.

- Processed 50,659 GovTrip vouchers totaling $13,374,730 and conducted 4,317 GovTrip voucher audits.

- Coordinated 167 PCS relocations and paid $5,749,291 in associated invoices. Also paid $2,902,061 in 454 household goods invoices and $4,987,132 as a result of 1,293 employee PCS claims.

- Managed the Bureau-wide charge card program for more than 19,000 accounts, with an annual volume of 797,700 transactions and $116,560,000 in charges.

- Processed 908 vehicle and equipment orders having an acquisition value of $21,369,017.

- Sold 88 working capital fund vehicles and heavy equipment items to surplus property agencies and fire departments for a total of $930,698, with an average return of 39 percent of the original acquisition cost.

- Completed 31 CASHE audits of organizational units and funded 29 CASHE Corrective Action Projects in 10 states for a total of $759,000.

- Managed the Energy Savings Performance Contract (ESPC)—one of the largest contracts awarded under ARRA in FY 10. NOC Architectural/Engineering (A/E) staff oversaw the $17,600,000 Bureau-wide energy improvements contract, which included installation of nearly 900 kilowatts' worth of renewable energy in seven states and energy retrofits at 70 sites across nine states.

- Managed 77 Architectural/Engineering projects (41 A/E design services, 16 inspection and assessment, and 20 national program support), closing out 40 projects.

- The $2,000,000 Fillmore Field Office project—primarily designed by NOC staff—is anticipated to receive a LEED Gold certification when dedicated in late FY 10.